

Client Feedback Form

Your Name: _____

We want to make sure that we are always delivering a premium level of service and so we would appreciate you taking a few minutes to provide some feedback on your buying/selling experience.

Please use this guide to rate our services on the following questions:

Excellent	Good	Satisfactory	Unsatisfactory	Unacceptable
1	2	3	4	5

Our general real estate knowledge	1	2	3	4	5
Our overall effectiveness and quality of service	1	2	3	4	5
Our ability in keeping you informed	1	2	3	4	5
Our courtesy, helpfulness and politeness	1	2	3	4	5
Promptness in returning your calls & responding to your request for service	1	2	3	4	5
How well do we deliver what we promise	1	2	3	4	5
How well do we listen to you	1	2	3	4	5
How well do you think we work at keeping you a satisfied customer	1	2	3	4	5
How well do we understand you and try to meet your needs and requests	1	2	3	4	5
How much confidence do you have in our service	1	2	3	4	5
Overall, how willing would you be willing to recommend us	1	2	3	4	5
Overall, how willing would you be to buy through us again	1	2	3	4	5

If there was any one thing that we could have done better for you during the time that we were working with you, what would that be...

What would you say if someone were to ask you about your buying/selling experience with us?

Can we quote you? Yes No

Is there anyone who you could refer our services to:

Please fax this form back to 604-264-1115 or mail using the stamped envelope that is attached – thank you.